

VIRGINIA RELAY SERVICE
Customer Contact Report
(August, 2002)

I. Commendations	Voice	TTY	Total
CA/OPR Related	5	16	21
Relay/OSD Related			
Other			
Total Commendations	5	16	21
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner	1	1	2
Typing Skill/Speed		1	1
English Grammer			
CA Hung up on me	1	1	2
Other (CA/OPR)			
Equipment			
Disconnect			
Answer/Wait Time	1	2	3
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)			
Total Complaints	3	5	8
III. Inquiries/Comments	Voice	TTY	Total
General Information	4		4
Outreach/Marketing			
Explain Relay	2		2
TTY Distrib/Purchase	1		1
LEC Service			
Billing/Rate		1	1
Computer Settings			
Technical Related			
Other	2	3	5
Total Inquiries/Comments	9	4	13
Grand Total	17	25	42